



MONTGOMERY COUNTY FIRE AND RESCUE ESCALATION GUIDELINE

County Owned / Maintained Facilities

STATIONS

1, 2, 10, 15, 18, 22, 25, 29, 31, 32, 34, 35

Urgent Issues

e.g. bay-door can't be closed or won't open manually, significant active water/sewer leak, heat or A/C issues during extreme weather

1. Take any actions to decrease impact (i.e. shut off water).
2. Immediately call FMOS. Tell them this is an **EMERGENCY REPAIR**.
3. Call DGS Property Manager (the DGS employee assigned to the specific station). If no answer leave a descriptive message of what the problem is and call back information.
4. Contact on-duty Battalion Chief, request portable devices, etc.
5. Battalion Chief notify the DOC.
6. Call to Inform Fire Facilities that DGS has been called. Discuss the possibility of Fire Facilities assisting with short term relief. Leave a message if no answer.
7. Enter into the DGS defect reporting system.
<http://portalapps01.mcgov.org/DGS/servicesforms/MaintServiceReq.aspx>
8. Email the Station Commander. cc the DOC and on-duty BC, LFRD liaison BC, Facilities BC, and the LFRD President and Chief (if applicable) regarding the situation and time frame for resolution.
9. At the one-hour mark and there is no resolution or response by DGS or a contractor, call DGS for an update.
10. If no definitive timeline is confirmed contact the On-Duty BC.
11. On-Duty BC to notify the DOC.
12. The DOC to notify the MCFRS Facilities Maintenance Manager.
13. If no response the DOC can directly contact vendors for resolution.



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Priority Issues

e.g. issues that affect security, response, heat or A/C issues, minor water leaks or anything that will cause greater damage if not addressed

- Day 1
1. Email DGS Property Manager and Station Commander. cc on-duty BC, and, if applicable, LFRD Chief and President.
 2. Enter issue into the DGS defect reporting system.
<http://portalapps01.mcgov.org/DGS/servicesforms/MaintServiceReq.aspx>
- Day 4
1. Call DGS Property Manager to check status.
 2. If no definitive timeline is confirmed email Fire Facilities, cc Station Commander, On-Duty BC, LFRD Liaison BC, Facilities BC, and, if applicable, LFRD President. Explain actions already taken.
- Day 7
1. If no communication or timeline for resolution, send an email via C-O-C. to the DOC identifying the lack of response, cc Station Commander, LFRD Liaison BC, and Facilities BC, and, if applicable, LFRD President. Include all documentation and previous reports.
 2. DOC to notify the MCFRS Facilities Maintenance Manager via email.



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Routine / Long-term Repair Issues

e.g. issues that don't affect security or response.

Day 1 1 Enter into DGS defect reporting system.

<http://portalapps01.mcgov.org/DGS/servicesforms/MaintServiceReq.aspx>

2. Email Station Commander, cc LFRD Liaison BC, and if applicable LFRD President.

Day 7 1. If no response, the Station Commander will send a second email to the DGS Property Manager and Fire Facilities

Day 14 1. If no communication has been received, email Fire Facilities and Facilities BC identifying the lack of response. cc LFRD Liaison BC, and if applicable LFRD President. Include all documentation and previous reports.

Day 21 1. If the Station Commander still has not received a response from DGS they will notify Facilities BC via email identifying lack of response. Include all documentation and previous reports.

3. Facilities BC to notify the MCFRS Facilities Maintenance Manager via email.